

**Iowa Utilities Board  
Residential Customer Statistics  
Totals for: July 2011**

Category	June 2011	July 2011	% Change June - July	July 2010	% Change 2010 - 2011
Total Accounts	1,816,392	1,815,716	-0.04%	1,809,195	0.36%
Total Accounts Past Due	226,603	222,568	-1.78%	233,871	-4.83%
E.A. Eligible Accounts	111,047	110,050	-0.90%	114,529	-3.91%
E.A. Eligible Accounts w/Past Due Balance	25,632	22,664	-11.58%	28,571	-20.67%
Revenue of Past Due Accounts	\$ 23,486,225	\$ 24,013,549	2.25%	\$ 22,132,590	8.50%
Revenue of Past Due E.A. Eligible Accts	\$ 4,255,948	\$ 3,138,072	-26.27%	\$ 3,667,059	-14.43%
Disconnection Notices Issued	79,036	81,839	3.55%	77,934	5.01%
Disconnection Notices to E.A. Eligibles	7,920	7,039	-11.12%	7,338	-4.07%
Involuntary Disconnections	4,391	3,039	-30.79%	4,550	-33.21%
Reconnections	2,676	1,804	-32.59%	2,742	-34.21%
Accounts Determined Uncollectible	4,522	4,545	0.51%	4,340	4.72%
Uncollectible E.A. Eligible Accounts	798	1,074	34.59%	907	18.41%

**Iowa Utilities Board  
Residential Customer Statistics  
Breakdown by Company for: July 2011**

Category	Amana (Electric Only)	Linn County REC (Electric Only)	Black Hills Energy f/k/a Aquila (Gas Only)	Atmos Energy (Gas Only)
Total Accounts	707	26,051	133,465	4,280
Total Accounts Past Due	86	1,048	13,816	1,044
E.A. Eligible Accounts	14	288	10,387	471
E.A. Eligible Accounts w/Past Due Balance	4	102	3,661	244
Revenue of Past Due Accounts	\$ 99,286	\$ 671,988	\$ 3,579,251	33,805
Revenue of Past Due E.A. Eligible Accts	\$ 3,164	\$ 26,359	\$ 262,327	-6,525
Disconnection Notices Issued	83	841	5,038	518
Disconnection Notices to E.A. Eligibles	2	83	316	76
Involuntary Disconnections	0	16	740	176
Reconnections	0	11	302	84
Accounts Determined Uncollectible	0	36	692	100
Uncollectible E.A. Eligible Accounts	0	5	242	13

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Residential Customer Statistics  
Breakdown by Company for: July 2011**

Category	IP&L (Electric)	IP&L (Gas)	MidAmerican (Electric)	MidAmerican (Gas)
Total Accounts	405,284	197,198	548,081	500,650
Total Accounts Past Due	51,564	25,740	66,321	62,949
E.A. Eligible Accounts	20,410	15,993	33,106	29,381
E.A. Eligible Accounts w/Past Due Balance	4,760	2,959	5,777	5,157
Revenue of Past Due Accounts	\$ 7,981,128	\$ 2,522,851	6,759,617	2,365,623
Revenue of Past Due E.A. Eligible Accts	\$ 1,079,891	\$ 857,035	676,503	239,318
Disconnection Notices Issued	33,161	15,595	14,154	12,449
Disconnection Notices to E.A. Eligibles	1,666	975	2,075	1,846
Involuntary Disconnections	577	104	998	428
Reconnections	393	44	759	211
Accounts Determined Uncollectible	483	418	1,583	1,233
Uncollectible E.A. Eligible Accounts	251	237	180	146